



Pexip Infinity v22.3

Release Notes

Software Version 22.3

Document Version 22.3.a

December 2019

] pexip [

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Introduction

This document contains the release notes for Pexip Infinity version 22.3.

Complete information about how to install and operate Pexip Infinity is available from the Pexip technical documentation website at docs.pexip.com.

The website also contains comprehensive documentation on all aspects of deploying the Pexip Infinity platform. This includes how to use the Infinity Connect client suite, and how to integrate Pexip Infinity with other third-party systems and call control solutions including Google Hangouts Meet, Microsoft Teams, Microsoft Skype for Business and Lync, Cisco Unified Communications Manager, Cisco VCS and Polycom DMA.

Management Node host server sizing information

You must ensure that the Management Node host server has 2 cores and 4 GB of RAM for any deployments with more than 10 Conferencing Nodes. We recommend 4 cores and 6 GB of RAM for any deployments with more than 30 Conferencing Nodes.

Upgrading to version 22.3

- i** **Upgrading from version 21.0:** there is a known issue when upgrading from v21.0 to any subsequent version whereby cloud bursting Conferencing Nodes will not successfully upgrade. The workaround is to power on the Conferencing Nodes at least 15 minutes prior to upgrading from v21.0. This issue was fixed in v21.1, therefore upgrades from v21.1 to later versions are not affected.

Upgrading from version 16 or later to version 22.3

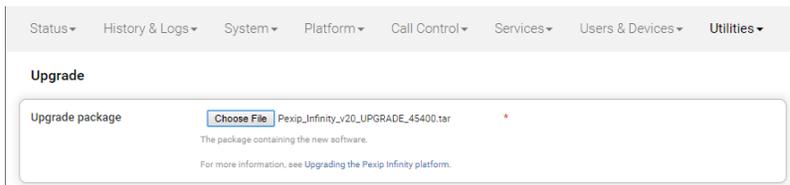
When the upgrade process starts, the Management Node is upgraded first. Then up to 5 Conferencing Nodes are selected and are automatically placed into maintenance mode. When all calls have finished on a node that is in maintenance mode, that node is upgraded and then put back into active service. Another Conferencing Node is then selected, placed into maintenance mode and upgraded, and so on until all Conferencing Nodes have been upgraded.

If all of the calls on a Conferencing Node that is in maintenance mode have not cleared after 1 hour, the node is taken out of maintenance mode and put at the back of the queue of nodes to be upgraded. A further attempt to upgrade that node will be made after all other nodes have been upgraded (or had upgrade attempts made). Up to 5 Conferencing Nodes may simultaneously be in maintenance mode or in the process of being upgraded at any one time.

Alternatively, to avoid unpredictable system behavior due to Conferencing Nodes running conflicting software versions, you may want to manually put **all** of your Conferencing Nodes into maintenance mode before initiating the upgrade process. This will allow all existing calls to finish, but will not admit **any** new calls. You should then actively monitor your Conferencing Nodes' status and manually take each node out of maintenance mode after it has been upgraded to the new software version, so that the system can start taking new calls again on those upgraded nodes.

To upgrade Pexip Infinity software from v16 or later to v22.3:

1. Before upgrading an on-premises deployment, we recommend that you use your hypervisor's snapshot functionality to take a full VMware/Hyper-V snapshot of the Management Node. You may also want to take a snapshot of each Conferencing Node, although depending on the size and complexity of your deployment it may be easier to simply redeploy these from the Management Node (after it has been rolled back) in the unlikely event that this is required.
Before upgrading a cloud-based deployment (Azure, AWS or GCP), you should backup the Management Node via Pexip Infinity's inbuilt mechanism (**Utilities > Backup/Restore**).
2. Download the Pexip Infinity upgrade package for v22.3 from the [Pexip download page](#).
3. Before upgrading, ensure that all "always-on" Conferencing Nodes are powered on and are reachable (i.e. no Connectivity Loss errors), and are all running the same version from which you are upgrading. You do not need to power on any cloud bursting nodes (unless you are upgrading from version 21.0, in which case they must be powered on also).
4. From the Pexip Infinity Administrator interface, go to **Utilities > Upgrade**.
5. Select **Choose File** and browse to the location of the upgrade package.



6. Select **Continue**. There will be a short delay while the upgrade package is uploaded.
After the upgrade package has been uploaded, you are presented with a confirmation page showing details of the existing software version and the upgrade version.
7. To proceed, select **Start upgrade**.
You are taken to the **Upgrade Status** page, showing the current upgrade status of the Management Node and all Conferencing Nodes. This page automatically refreshes every 5 seconds.
8. When the upgrade completes, all nodes will show a status of **No upgrade in progress** and have the new **Installed version**.
If a Conferencing Node fails to upgrade, for example if it remains on a **Waiting for calls to clear** status, it should be rebooted. The upgrade process will then continue as expected.

9. If you have Pexip CVI for Microsoft Teams you must also upgrade your associated Teams Connector deployment in Azure to the same version as your Pexip Infinity deployment.
 - i** In version 20 and 21 of the Teams Connector, Pexip used a trusted app and a guest app to connect participants to Teams meetings. In version 22, only the trusted app is required, which now performs both the trusted and guest joining workflows. When upgrading your Teams Connector to version 22, you must use the latest deployment scripts as contained within the v22 documentation and follow the instructions as described at https://docs.pexip.com/admin/teams_managing.htm#upgrading.

If you are using VMware snapshots for backup purposes, we recommend that you delete those snapshots after approximately two weeks, providing your upgraded system is operating as expected. This is because Virtual Machines, in general, should not run with snapshots over time.

For full details on upgrading Pexip Infinity, see [Upgrading the Pexip Infinity platform](#).

Upgrading from versions 13-15 to version 22.3

If you are running a Pexip Infinity software version between v13 and v15 inclusive, you must first upgrade to version 16 and then upgrade again to version 22.3. To do this:

1. Download the Pexip Infinity **v16** [upgrade file](#).
2. Follow the steps outlined in [Upgrading from version 16 or later to version 22.3](#), but when asked to **Choose File** browse to the location of the **v16** upgrade file.
3. Verify that the upgrade has completed successfully.
4. Download the Pexip Infinity **v22.3** upgrade file.
5. Follow the steps outlined in [Upgrading from version 16 or later to version 22.3](#), and when asked to **Choose File** browse to the location of the **v22.3** upgrade file.

New features and improvements in this release

You can go to https://docs.pexip.com/admin/whats_new.htm and follow the relevant links for more information about all of these features.

This topic covers the Pexip Infinity platform; for new features in the Infinity Connect web app for v22.3 see [Infinity Connect web app new features and changes](#).

Pexip Infinity platform

Feature	Description
Far-End Camera Control (FECC) support	Endpoints that support FECC can now be controlled by a Host participant using an Infinity Connect client. FECC support is configurable at the global platform level, and is enabled by default.
Improved WebRTC resilience in poor networks	There is improved resilience to poor or constrained network conditions for the video sent from WebRTC clients to a Pexip Infinity Conferencing Node. A WebRTC client that supports Google Congestion Control, such as the Infinity Connect clients, can now adapt more quickly to deteriorating network conditions and downspeed the video it sends to Pexip Infinity, while preserving the bandwidth allocated for audio packets.
Ability to enforce encrypted-only calls	<p>You can control the media encryption requirements on calls placed via Pexip Infinity. You can specify at the global platform level whether calls placed into a Pexip service (such as a Virtual Meeting Room or via a Call Routing Rule must be encrypted, use encryption when available i.e. "best effort", or whether encryption is not required. You can then override the standard behavior for each individual service if required.</p> <p>The default behavior for new and upgraded systems is "best effort" (which is how all calls were treated in previous versions).</p>
Google Hangouts Meet integration improvements	<p>The following improvements have been made when integrating Google Hangouts Meet with Pexip Infinity:</p> <ul style="list-style-type: none">• Full support for duo video between VTC participants and native clients: when a VTC participant presents content, the other participants in the conference will see both the presentation stream and the video from that participant (duo video was already supported to VTC participants when a native Hangouts Meet client presented content).
Improved control of content sent to a streaming service	<p>The client API <code>transform_layout</code> conference control option has a new <code>streaming</code> parameter which allows you to control the content sent to a streaming participant (such as a YouTube broadcast).</p> <p>This allows you, for example, to send a different layout to the stream from that seen by standard participants, or to temporarily send a new "holding" splash screen while you are waiting for people in the conference to get ready to start.</p> <p>You can invoke this functionality either by implementing your own calls directly to the client REST API, or by using the <code>transformConferenceLayout</code> Infinity Connect plugin function.</p>

Feature	Description
New theme elements for streaming participants and for Google Hangouts Meet public streaming	<p>The following elements (that apply to version 2 style themes only) have been added to support streaming participants:</p> <ul style="list-style-type: none">• New <code>icon_streaming_screen.svg</code> graphic which is displayed on the 2 new splash screens described below.• New <code>stream_waiting</code> splash screen which is used in conjunction with the client API <code>transform_layout</code> conference control.• New <code>streaming_in_progress</code> splash screen which is shown if there are no other participants in the conference other than a streaming participant. <p>The following theme elements have also been added to provide support in the future for public streaming from a Google Hangouts Meet conference:</p> <ul style="list-style-type: none">• New audio files for streaming started/stopped messages:<ul style="list-style-type: none">◦ <code>conf-public_streaming_started_48kHz_mono.wav</code>◦ <code>conf-public_streaming_stopped_48kHz_mono.wav</code>• New setting in the <code>themeconfig.json</code> file for the public streaming indicator text:<ul style="list-style-type: none">◦ <code>public_streaming_indicator_text</code>• New graphics file for the public streaming indicator icon (applies to version 2 style themes only):<ul style="list-style-type: none">◦ <code>icon_public_streaming.svg</code>
Administrative improvements	<p>This release contains the following administrative improvements:</p> <ul style="list-style-type: none">• Several new administrator alarms have been added to indicate:<ul style="list-style-type: none">◦ LDAP sync provisioning failures◦ PIN brute force resistance detections◦ VOIP scanner resistance detections• Live View updates:<ul style="list-style-type: none">◦ Live view and conference graphs can be filtered by participant or conference name.◦ The timeline now indicates historical call quality issues for participants and backplanes.

Changes in functionality in this release

This topic covers the Pexip Infinity platform; for changes in the Infinity Connect web app for v22.3 see [Infinity Connect web app new features and changes](#).

Pexip Infinity platform

Feature	Description
Compatibility updates to the Teams Connector for Microsoft Teams	<p>Version 22 of the Teams Connector contains updates that necessitate an upgrade to your Pexip platform to ensure compatibility with the latest updates to the Microsoft Teams APIs.</p> <p>We strongly recommend that you upgrade your Pexip deployment — both the Pexip Infinity platform and the Pexip Teams Connector — to version 22 as soon as practicable.</p>
Single Teams Connector CVI app and new installation/upgrade scripts	<p>In version 20 and 21 of the Teams Connector, Pexip used a trusted app and a guest app to connect participants to Teams meetings. In version 22, only the trusted app is required, which now performs both the trusted and guest joining workflows.</p> <p>i When upgrading your Teams Connector to version 22, you must use the latest deployment scripts as contained within the v22 documentation and follow the instructions as described at https://docs.pexip.com/admin/teams_managing.htm#upgrading.</p>
Updated default Pexip logo and avatar	<p>The default Pexip logo has changed from  to  and the avatar image has changed to .</p> <p>This affects the following end-user facing features:</p> <ul style="list-style-type: none"> Themes: the in-conference video watermark <code>watermark_icon.png</code> file and the conference avatar <code>presence_avatar_image.jpg</code> file. If your services (VMRs etc) use the base Pexip theme then the new watermark and avatar logo files will take effect automatically. They will also take effect automatically if you use a customized theme, unless you have explicitly included an alternative <code>watermark_icon.png</code> or <code>presence_avatar_image.jpg</code> file in your theme. Note that the change to the avatar may take some time to appear in SfB/Lync users' contact lists due to caching. Infinity Connect web app: the Pexip watermark shown in the selfview prior to joining a conference. If you use the default web app branding then the new watermark will take effect automatically. It will also take effect automatically if you have customized your web app, unless you have explicitly included an alternative <code>watermark_icon.png</code> file in your branding package. VMR Scheduling for Exchange: the default Add-in image icon, which appears on the add-in button in Outlook clients. If you have uploaded your own icon, this will remain in use on upgrade to v22. If you have not uploaded an icon, the icon will change to the new default. Note that Outlook clients may cache the add-in icon, so it may be some time after upgrade that the new icon appears.
Streaming/recording participants are not included in stage layout	<p>When a conference participant is flagged as a streaming/recording participant, that participant is now treated as a receive-only participant and it is no longer included in the video stage layout seen by other participants.</p>

Feature	Description
Administrative modifications	<p>This release contains the following administrative modifications:</p> <ul style="list-style-type: none"> Any leading and trailing whitespace is now stripped from content entered into text boxes in the Administrator interface. Previously when using the client REST API <code>transform_layout</code> conference control option, if you made multiple requests for the same conference you had to keep track of the state and respecify all of the relevant parameters in each request. In version 22, if you make multiple requests for the same conference, the changes are applied cumulatively (with the most recent settings taking precedence). In the Administrator interface, Microsoft Azure tenants are now referred to as Microsoft Teams tenants. The setting to Enable support for Pexip Infinity Connect and Mobile App has been renamed to Enable support for Pexip Infinity Connect clients and Client API. If an administrator disables this option, they will get a warning that it will also disable WebRTC and RTMP calls.
Service tag added to participant events	When participant events are logged, they now include the service tag of the associated conference.

Planned changes in future releases

Feature	Description	More information
SSE4.x no longer supported	<p>As of Pexip Infinity v12, the SSE4.x instruction set was only supported in deployments that had upgraded from a previous version — SSE4.x was not supported in new deployments using v12 or later.</p> <p>As of 1 January 2020, deployments on SSE4.x hardware will not be supported at all. Before this date you must ensure that all Conferencing Nodes in your deployment are relocated to hardware using the AVX or later instruction set. Please contact your Pexip authorized support representative if this may not be achievable.</p> <p> To check the instruction set for each Conferencing Node, go to Status > Conferencing Nodes, select the Conferencing Node and scroll down to CPU instruction set.</p>	
vSphere ESXi 4.1 no longer supported	As of 1 January 2020, deployments using vSphere ESXi 4.1 will not be supported. This is a consequence of the removal of support for SSE4.x.	
Internet Explorer no longer supported by Infinity Connect web app	Support for customers using Microsoft Internet Explorer with the Infinity Connect web app will not be available after 1 January 2020.	

Infinity Connect web app new features and changes

The Infinity Connect web app is embedded in the Infinity Connect software, so its features are updated with each release of Infinity Connect.

Following are the new features and changes in the Infinity Connect web app in Pexip Infinity version 22:

Feature	Description
New features	
Branding and customization improvements	<p>This release contains the following branding and customization improvements:</p> <ul style="list-style-type: none"> • Ability to control whether the user's microphone is locally muted on the home page when the app is first launched. When performing manual customization this is configurable by defining defaultToMuted in the settings.json file. • Ability to specify a URL to redirect the user to when a call is completed (instead of returning to the app home page). This can only be configured via manual customization by defining a disconnectDestination in the settings.json file.
Far End Camera Control (FECC)	Host participants can now control the camera of other participant endpoints that support FECC.
Spotlighting a participant	Hosts can make a participant appear in the main video window where they will stay regardless of who is speaking.
"Raised hand" feature	<p>Participants in a Virtual Auditorium can indicate to the meeting Host that they wish to speak by raising their hand; Hosts can lower a raised hand after they have let the participant speak.</p> <p>This feature can be used when a Host has elected to Mute all Guests — Guests indicate when they wish to speak, the Host unmutes the individual Guest, and when the Guest has finished speaking the Host mutes them again and lowers their hand.</p>
Text-based controls	Participants now have the ability to filter the list of participants (available to Hosts and Guests) and perform other conference control functions (available to Hosts only) using a command-line-style text input from within the Filter by name box at the bottom of the Participant list .
Join without camera and/or microphone	<p>Participants now have the option to join without a camera or microphone, and still receive video and audio. When a participant joins without their camera, other participants will see a broken camera icon in place of their video stream.</p> <p>Participants who join without a camera or microphone and subsequently wish to send video or audio must disconnect and re-join the meeting with a camera or microphone selected.</p>
Indicator when speaking while muted	Participants who have turned off their microphone will now see a "You're muted" message in their self view whenever their microphone detects audio.
Changes in functionality	
New dialog syntax for Plugin API	There is a new syntax for calling dialogs (via openTemplateDialog) which supports floating dialogs. It also replaces <code>openTemplateDialog(...).subscribe()</code> (which returned an observable) with <code>openTemplateDialog(...)</code> (which returns a promise). However, any plugins created in v21 that use the previous syntax will be supported in v22 although we recommend that you update your plugins to use promises as soon as practicable.
Full motion presentation on MS Edge	Full motion presentation is now supported on Infinity Connect web app via Microsoft Edge.

Issues fixed in version 22

Version 22.3

Pexip Teams Connector

Ref #	Limitation
16273	Fixed a rare issue where a port allocation clash could cause calls to fail on the Teams Connector.
17043	Resolved an occasional issue where a Teams Connector drops calls when VTC endpoints disconnect from a Teams meeting.

Microsoft Skype for Business and Lync

Ref #	Limitation
18208	Resolved an occasional issue with Skype for Business gateway calls being dropped if the Skype for Business meeting has a very large (200+) number of participants.

Version 22.2

Pexip Infinity

Ref #	Limitation
17949	Resolved an issue where a WebRTC gateway call could sometimes remain stuck as an ongoing call if the destination endpoint does not answer and the WebRTC client disconnects from the call.

Pexip Teams Connector

Ref #	Limitation
17965	Resolved an issue where a Teams client that joined a Teams meeting over a poor network could cause degraded VTC video quality being received by other Teams clients joining over good networks in the same meeting.

Microsoft Skype for Business and Lync

Ref #	Limitation
15411	Fixes an issue introduced in version 22 where calls could sometimes be dropped if a VTC participant that is added to a Skype for Business meeting (using drag and drop or add participant on the SfB client) either rejects or does not answer the call.

Version 22.1

Pexip Infinity

Ref #	Limitation
17879	Fixed an issue where memory usage could grow significantly when presentations are in use, potentially leading to dropped calls after several hours.
17709	When more than one event sink is configured, each event sink now receives its own consecutively numbered series of events.

Pexip Teams Connector

Ref #	Limitation
17845	Attempting to join a Teams meeting as a trusted participant when the app id has not been configured as trusted in AadApplicationIds no longer causes the Teams Connector instance service to restart.
17608	Fixed a rare race-condition when both Teams and Pexip decide to change the resolution sent to Teams at the same time, that caused the Teams gateway call to be dropped.
16464	Resolved an occasional issue with Teams gateway calls being dropped if a user who was connecting via a Teams meeting gateway session immediately disconnected the video conferencing call before the outbound gateway session connects.

Microsoft Skype for Business and Lync

Ref #	Limitation
17821	Resolved an issue where a presentation over VBSS from a VTC that is gatewayed into a Skype for Business meeting would not be seen by the Sfb clients in that meeting if a Polycom RealPresence Group 500 endpoint that is registered to Sfb is also connected directly to the meeting.

Version 22

Pexip Infinity

Ref #	Limitation
17314	Resolved a rare race-condition where if two users almost simultaneously access a Virtual Reception using an alias in the format <alias>**<extension> the second caller could get placed into the first caller's conference.
16092	A new administrator alarm is now raised to highlight any LDAP sync provisioning failures resulting from an alias clash.
15942	Timing information has been added to RTMP streams for compatibility with some streaming solutions.

Microsoft

Microsoft Skype for Business and Lync

Ref #	Limitation
16645	Fixed an issue where if a user who was connecting via a Skype meeting gateway session immediately disconnected the video conferencing call before the outbound gateway session connects, the call may have caused a looping video connection in the Skype for Business meeting.
14647	Fixed an issue where audio from audio-only Skype for Business users may sometimes have been dropped when gatewaying into a Skype for Business meeting.

Microsoft Exchange

Ref #	Limitation
17001	Changes to the OAuth settings on the Pexip Exchange Integrations page no longer require a restart of the Management Node to take effect.

Infinity Connect web app

Ref #	Resolution
17289	Resolved an issue where in some circumstances the participant list was cached between conferences.
17275	Resolved an issue where in some circumstances, the serverAddress setting applied via branding was cached.
17172	Removed the ability to use the "a" keyboard shortcut multiple times.
17171	Resolved an issue where in some circumstances the "p" keyboard shortcut was not working.
17090	A floating video window will now close automatically when the call is terminated.
17075	Resolved an issue where a participant who switched from viewing a presentation in HD to viewing it at a normal resolution would see the previous presentation frame momentarily.
17004	When viewing the information about a participant who has a custom profile picture, the default image no longer appears momentarily.
17003	Using CMD+C on a Mac when the video window has focus no longer toggles the camera on and off.
16959	Resolved an issue with the WebApp in Firefox where dragging the participant info window did not always behave as expected.
16921	Improved the user experience when a computer had no audio devices connected.
16038	Resolved an issue where Infinity Connect web app users on Safari on iOS, and Infinity Connect mobile client users on iOS, would stop transmitting video after being transferred multiple times.
16199	Guest participants using Microsoft Edge no longer see an empty Control menu.
15994	Resolved an issue where video width/height constraints caused issues with some cameras.

Known limitations

Pexip

Ref #	Limitation
16232	The Call-id is not logged on an administrative event when a Guest joins a conference and all Guests are muted.
16119	"License limit reached" alarms are not lowered as expected, even though an appropriate "Alarm lowered" message is logged.
15943	"Connectivity lost between nodes" alarms are not recorded in the alarm history (History & Logs > Alarm History).
14908	In deployments where the VMR Scheduling for Exchange feature is receiving consistently high levels of usage (i.e. more than 30 meeting requests per minute), the processing of emails by the equipment resource may be delayed. The workaround is to split users into several smaller groups, and create an individual Exchange Connector (with a different equipment resource mailbox) for each group of users .
13305	The G.719 codec is not currently supported for SIP.
10099	A call failure reason of "Out of proxying resource" on the administrator log is misleading. This log/reason is currently generated when there is no transcoding resource available for a call that was received by a Proxying Edge Node.
7906	If a caller dials into a Virtual Reception and enters the number of the conference they want to join, but there are insufficient hardware resources available to join the caller to that conference, the caller is disconnected from the Virtual Reception.
6739	Any changes made to VMR configuration — such as updating the participant limit — while the conference is ongoing do not take immediate effect, and may result in conference separation (i.e. new participants will join a separate VMR from those that are currently connected). All participants must disconnect from the conference for the change to take effect.
5601	When changing the certificates in a chain, a reboot of the associated Conferencing Nodes may be required if the changes do not produce the desired effect.
4312	Occasionally, group chat messages may not be displayed to Infinity Connect web app participants who are using Internet Explorer.

Cisco

Ref #	Limitation
4142	If the presentation channel already active from an MXP is taken by another connected participant, the MXP may not properly receive presentation content.

Polycom

Ref #	Limitation
13541	When a Polycom Trio is registered to Skype for Business, and has dialed in to Pexip Infinity, it will receive presentation as main video from Pexip Infinity. However, when the same endpoint is dialed out to from Pexip Infinity, it will receive presentation as RDP.

Microsoft

Microsoft Skype for Business and Lync

Ref #	Limitation
17210	RDP presentation content from a Skype for Business meeting may sometimes take several seconds to render on VTC devices that are gatewayed into that meeting. One workaround is to use Video-based Screen Sharing (VbSS) instead of RDP for content sharing. If you must use RDP then you can configure your system to adjust the bandwidth used for RDP presentation which will reduce the delay in rendering the RDP content for the VTC device — contact your Pexip authorized support representative for configuration details.
13201	When a Skype for Business client is presenting PowerPoint slides in a Skype for Business meeting, sometimes only the first slide is sent to standards-based endpoints that are gatewayed into that meeting.
5100	If a Conferencing Node being used as a gateway into a Sfb/Lync meeting is near processor capacity and another endpoint in the Sfb/Lync meeting starts sending content, a participant may be inadvertently disconnected from the conference. To resolve this, the endpoint can dial back into the conference.
4926	Participants calling into Skype for Business / Lync through the Pexip Distributed Gateway may experience inconsistent call rejection messages if a Conferencing Node is placed into maintenance mode.
4812	In some instances, one of two messages sent to a VMR from two Sfb/Lync clients not previously connected may not be properly retained by the VMR. To resolve, re-send the message.
4195	Participants connected via the Pexip Distributed Gateway into a Sfb/Lync meeting may not receive presentation content from Sfb/Lync participants. This occurs if the Sfb/Lync user has a screen resolution where the width is an odd number of pixels, such as a resolution of 1437x758. If this occurs, one workaround is for the user to share an application rather than their full desktop.

Infinity Connect web app

Ref #	Limitation
10545	Network connection interruptions of longer than 10 seconds may require Chrome participants to manually reconnect to a conference.
6411	Microsoft Edge browsers (which are WebRTC-compatible) cannot currently use STUN and thus cannot send media to Pexip Infinity via a TURN server. This means that Microsoft Edge users connecting to a conference from outside your network (via a reverse proxy) will not be able to send or receive audio/video.

Infinity Connect desktop client

Ref #	Limitation
16068	Occasionally, if two Infinity Connect desktop clients are registered to Pexip Infinity using the same alias (user), then neither client will be able to successfully answer an incoming call.